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Partnership Training

Auctions and AutoIMS clients can benefit from a new and highly useful method of training. AutoIMS is facilitating partnership training webinars for clients and their auction of choice, or sometimes auctions and their clients of choice. Joint training is a great way to help both parties understand each others' unique business processes. Together, they can walk through AutoIMS and collaborate on best practices with an AutoIMS expert as their guide.

So where did this idea come from? Where many of our best ideas come from - AutoIMS clients. "Chris Hayes and Jordan Dickerson from Exchange Leasing would give us a call from an auction and ask specific questions concerning a process such as LiveReports," says Vivian Capritto, Training and Support Manager at AutoIMS. "With both auction and client present nothing is lost in translation."

Many auction processes are dictated by the auctions' internal systems, which vary greatly from auction to auction. Specific situations need custom solutions not covered under general AutoIMS training. "Clients and auctions gain a mutual understanding of what's of interest and importance to each party, plus the rationale of why they do things the way they do. Hearing the issue firsthand is a great way to find the answer that works for both sides," says Vivian.

It's not just newer AutoIMS members who take advantage of partnership training. In fact, experienced users like GSA and Bill Corbett from Norwalk Auto Auction are able

to gain even more with this level of collaboration. Topics range from AutoGrade to condition reports, LiveReports, and more.

Are you ready to upgrade your client/auction relationship? The process is simple - identify a partner auction or client and invite them to join you. We'll schedule a time that works for both of you, Monday through Friday, between 12:30-4PM, EST. Email us at training@autoims.com for additional details or to request a partnership training time slot.



Read All About It — White Paper Series Launched



AutoIMS won't tell clients how to spend their money; but we can help determine if money is being spent as intended. That's exactly the purpose of a new, free white paper being released this month focused on best practices,

new ideas, and popular AutoIMS tools to help you manage auction charges. Visit www.autoims.com/auctioncharges to determine if you should blaze new trails on this trending topic.

UPDATES & ENHANCEMENTS

Password Strength Enhancements – It's scary out there, so we've modernized our password strength requirements for your protection.

Batch Transfers – Clients have a new option to transfer vehicles in batch. Auctions have a new way to acknowledge multiple transfers with 2 clicks.

Inventory Offered Reporting – New LiveReports details available to help you see which cars are selling, which aren't, and why.

"Client Locked" Status Visibility – This locking feature usually helps. Sometimes it gets in the way. Now all users can see if it's a problem.

New AutoGrade Fields – Previous, Original CR, Approved CR and Error all provide users new insight about this grade.

Enhanced LiveAnalytics Tool – Close that pivot table! If you're not playing with LiveAnalytics, you're missing out. Call us for a lesson.

Batch Pricing – New module available to help you import multiple prices from a separate list in one step.

Black Book Appending – Need to look at values in the rear-view mirror? We can append date-relevant Black Book values to past sales.

Personal Property Flag – New field allows auctions to indicate whether a vehicle arrived containing personal property.

Chrome Data OK, this one's not so new, but as a reminder you can now access Chrome Build Data, including factory installed options in just one click.

Industry Events



16th Annual IARA Summer Roundtable

August 16-18 | Nashville, TN
www.iara.biz/meetings.php



Used Car Week

November 13-17 | La Quinta, CA
www.usedcarweek.biz

Katie Rushing—Southeastern Auto Auction of Savannah

“Every day and every vehicle is different. I try to learn something new each day which is easy to do in this business,” says Katie Rushing. As a National Remarketing Manager, Katie handles national accounts and visits customers and vendors to ensure smooth processes and happy customers. She works with most employees at the auction including outside crew, registration, drivers, auctioneers, mechanics, office staff, online sales department, and dealer sales representatives. “It’s a joint and group effort to make sure units are registered, reconditioned, and ready for sale as well as marketing inventory and ensuring buyers are aware of what the auction has to offer each week,” says Katie.

The relationships Southeastern Auto Auction of Savannah builds with their customers, both clients and dealers, are special and unique. Southern hospitality is prevalent throughout the company. They strive to do what is right and just. Katie uses her automotive and auction industry knowledge, positive attitude, patience and problem solving skills to improve auction processes and procedures, which have led to significant growth in the business.

“In this day and age, with technology forcing us to be available in multiple ways at all times, people are expected to

provide answers and information faster than ever before. It can become overwhelming if you let it. AutoIMS is a game changer for large and small portfolios alike. The centralized location for all the information regarding each unit for each client makes the whole process much simpler. AutoIMS has made managing portfolios much more streamlined,” says Katie.

When away from the auction, Katie enjoys hunting and fishing, skills learned as a child along side her father and grandfather. She follows bands such as Wide-spread Panic and the Allman Brothers Band providing a great excuse to travel and experience live music. Katie’s also a big Georgia Bulldog football fan.



Katie Rushing

Meet The New Hires

AutoIMS welcomes two new members to the team, Developer Dan Lepkofker, and Client Support Representative, Ben Gaut. Besides the regular work week, both Ben and Dan have excelled in special projects here at AutoIMS.



Ben Gaut

Ben Gaut was born and raised in Marietta, GA. He attended Babson College in Massachusetts and received a degree in business. “I flew corporate aircraft out of the Manassas, VA airport; if anyone wants to see ATL’s traffic issues from the air, let’s go!” says Ben. After college, he started an aviation liability insurance company here in Atlanta which he sold off in 2015.

Prior to AASC, Ben was with Tesla Motors in their remarketing department, heading up CPO sales in the Southeast. “As most of the Client Support team knows at this point, I fall squarely in the ‘car guy’ category,” says Ben. “My first car project was a 1974 VW Karmann Ghia in high school,



Dan Lepkofker

and I have tinkered under the hood ever since.”

Dan Lepkofker comes to us from Capital One in Virginia on the Big Data platform and the Basel data management teams.

While his role is vastly different here at AASC, Dan says, “I can say with 100% certainty that I am glad to have joined AutoIMS.”

Born in Schenectady, NY, Dan moved to Johns Creek when he was 4. He took an AP course in computer science in high school and picked up programming quickly. He went on to Georgia Tech and earned a degree in Computer Engineering.

When not at work, Dan likes playing with his dog, Riley and spending time with his family. “We’re all big sports fans so sitting down and complaining about Atlanta sports teams is one of our favorite activities,” says Dan.

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A Taste of the Fast Lane

At AutoIMS we are always looking for new and exciting ways to connect and interact with our clients. But nothing tops a hands-on experience in this industry like a visit to an auction on sale day. The recent expansion of the AutoIMS team brought us several new teammates with limited exposure to the automotive industry, much less an auction. To support our clients, it's important for us to have a comprehensive understanding of the industry.

In early June, Manheim Atlanta extended a special invitation to AutoIMS to give a guided tour of the facility, explain how they operate, and display all the hard work that goes into running an auction. One word that seemed universal with the new visitors: massive. Ben Gaut, the newest member of the Client Support team, described the facility as being 3-4 times larger than he expected. "Confusing" was the word Dan Lepkofker used. Dan, a member of our development team since September of '16, was thoroughly impressed by the meticulous work being done by the condition report writers.

As cars continued to flow through the lanes, it was quite challenging to decipher what the auctioneers were saying at any given point. "Unfortunately, I could not track the correct car, but I did manage to make it from one side of



Manheim Atlanta Auto Auction

the building to the other," says Client Support representative Ken Goodwin.

The sheer effort and work that goes into an auction is overwhelming. Even the smallest oversight can drastically change the outcome of the sale. Overall, the team gained a greater appreciation for what our clients do every day, and we have voted to leave that field in the hands of the professionals. Special thanks go out to Doug Kramer and Chris Hill for welcoming us to Manheim Atlanta and allowing us a view into the high-energy world of the auction.